



DEPARTMENT OF
COMMERCE
COMMUNITY AND
ECONOMIC DEVELOPMENT

Regulatory Commission of Alaska

Sarah Palin, Governor
Emil Notti, Commissioner
Kate Giard, Chairman

June 26, 2007

In reply refer to: Common Carrier Section
File: CSD of AK

Marlene H. Dortch,
Office of the Secretary
Federal Communications Commission
445 12th St., SW, Rm TW-B204
Washington, DC 20554

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Dortch:

In compliance with 47 C.F.R. 64.604 and CG Docket No. 03-123, I am submitting the complaint log for Alaska's TRS provider, CSD of AK for the period June 1, 2006 through May 31, 2007. There are 11 customer contacts in the complaint log for that time period. This filing does not include the total number of relay calls by type. CSD of AK has informed me that it will voluntarily file this information separately under seal.

Complaints made directly to the Regulatory Commission of Alaska are processed by our Consumer Protection & Information Section. During the period June 1, 2006 through May 31, 2007 the RCA Consumer Protection Section received no complaints regarding TRS service.

If you have questions regarding this matter please contact me at (907) 263-2150 or Grace Salazar (grace_salazar@rca.state.ak.us), Chief of Consumer Protection and Information for the Commission at (907) 263-2134.

Sincerely,

Philip Treuer
Communications Common Carrier Specialist
(phil_treuer@rca.state.ak.us)

cc: Grace Salazar

enclosure: CSD of Alaska 2007 Complaint Log

Complaint Tracking for AK (6/1/2006-5/31/2007). Total Customer Contacts: 11

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
5/7/2007	Customer stated that when using relay, she cannot understand the foreign accents of several relay operators. This results in very frustrating calls to her son. Also, when she asks operators to repeat themselves, they refuse to do so.	5/8/2007	Apologized to the customer and informed the customer the case would be handled. Customer was advised to give specific operator ID numbers in future for investigation. Customer did not request a callback.
5/7/2007	Customer said that she gets disconnected many times before getting through to relay operator. It happens often and is becoming very frustrating.	5/8/2007	Apologized to the customer and issued a Trouble Ticket. No callback was requested.
3/2/2007	Customer said that his phone service provider, ACS, charged him for calls to a local number through the Alaska Relay Service.	3/2/2007	Customer requested an official letter from relay center stating that relay services are provided free of charge so that he could show it to ACS. Sent a letter by Alaska Relay Service with information about local relay calls being provided free of charge to his carrier ACS.
2/22/2007	Voice customer (business owner) stated s/he has been receiving numerous fraud Sprint IP Relay calls from individuals requesting multiple items to purchase. Customer wanted to have these calls stopped.	2/22/2007	Apologized to the customer and referred the customer to the local police department and the FCC. No follow- p was requested.
10/17/2006	When customer complained about operator not making his call after giving the number four times, this operator came on as a supervisor assist person. When the problem was explained, this operator did not want to address the issue or deal with the problem and excused the other operator and simply asked if the customer wanted her to make the call.	12/28/2006	Apologized to the customer and assured him that the complaint would be handled. No callback was requested. Customer's concerns were acknowledged.

10/17/2006	Customer had to give the operator the number four times before it was finally dialed correctly. Customer believes the operator needs further performance evaluation of ear/brain connection before handling further calls.	12/13/2006	Apologized to the customer and assured him that the complaint would be handled. No callback was requested. Customer's concerns were acknowledged.
11/27/2006	Voice customer called at 12:55 a.m. CST, and said that he was on a call with a person and the other person got disconnected. Asked the operator to call the person back using his Frequently Dialed list, but the operator asked for the number to dial. Customer then asked for supervisor and got hung up on.	11/27/2006	Apologized to the customer and assured him that the situation would be checked out. The operator is no longer employed at the relay center.
10/10/2006	Internal Update Performed	10/30/2006	Customer was informed about relay protocol regarding typing everything that is heard, and confirmed that relay calls are confidential and should not be recorded. Customer requested a letter instead of a phone follow-up on this matter. A letter was sent to the customer explaining how TRS works and all calls are confidential.
6/29/2006	Customer stated that an operator would not tell him the difference between 'circuits busy' and 'regular busy', and when customer and his wife talked about their sex life, the operator refused to relay the conversation. Customer asked for a supervisor, and explained the situation to the supervisor. Supervisor looked at the screen and didn't see any conversation about sex. Customer did not give supervisor time to ask about that and left his address for a follow-up and hung up.	6/29/2006	Supervisor explained to the operator that while the operator is in operator mode, it is okay to explain the situation to the customer if the customer does not understand. Operator had refrained for fear of breaking transparency, and now understands. A follow-up letter will be sent to customer on 6/29/06.
6/3/2006	Voice customer stated that the operator doesn't know the difference between 'line busy' and 'circuits busy'. When operator dialed first time, line was busy and operator would redial. Operator went to dial again and the voice customer asked for the supervisor at that point.	6/6/2006	Apologized to the customer and thanked the customer for letting us know so that we can coach the operator. Operator was following proper procedures. When reaching a fast busy signal, the operator is supposed to redial at least once to try to get through. No coaching was necessary.